

**Relay North Dakota and CapTel  
Complaint Log:  
June 2005 to May 2006**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	6-2-05 I've talked to the CA but I know it's been several times. She always puts me on hold forever, & then transfers my call. I don't remember the number of the CA I always get transferred to. Today it was the CA. That number is familiar so I've probably been transferred to her before. The thing I'm complaining about is the amount of time it takes me to make a simple phone call. I know people make mistakes but I don't always have time to tolerate the mistakes of TWO PEOPLE! The first CA shouldn't have to always put me on hold forever should she? And then transfer my call to an incompetent CA?	06/02/05	AM replied to the customer and thanked her for taking the time to report her concerns with two CAs. I told her that I would share the complaints with the supervisors and have the CAs be coached. She appreciates the attention I've provided. Case closed.  Met both relay CAs. On 10/4, discussed about the customer's concern and coached CA on proper relay protocol to ensure this does not happen again. On 6/13/05 met with CA. The CA was trained to handle and process customer calls in Spanish not speech-to-speech calls. Whenever this CA receives speech-to-speech calls, the CA transfers them over to the speech-to-speech specialist. Coached CA to explain to the customer the reason for transferring the call and why there's a long delay (i.e. CA currently busy handling and processing a speech-to-speech call).
07/20/05	Called ND Relay and CA answered at 9:40 CDT...no answer from CA or respond. Customer hang up and tried to call again but the relay rang several times. Hang up and tried again...no answer still. Waited 15 minutes and finally call went through ND relay. Something went wrong earlier. Customer Service entered trouble ticket TT.	08/02/05	Account Manager communicated with the customer and turns out the customer had problems with the TTY equipment which couldn't connect to the Relay ND. The problem is solved and the customer is pleased. Case closed.
08/16/05	TTY user said this was not a good CA. TTY asked CA to dial a number to Walmart that the user provided and the CA did not respond to the user and then hung up. I apologized and assured them everything was being documented and the appropriate supervisor will be notified. Customer wants a follow up letter.	08/17/05	Met with CA and Center Manager to discuss disconnect problem. Emphasized importance of completing all relay calls. Suggested if any problems occur, to request a supervisor to assist and document. Wrote letter on 8/16/05 to be mailed out on 8/17/05.
08/16/05	TTY said the CA had a hard time reading what they typed and then CA hung up on them. TTY user was very upset. I apologized and assured them everything was being documented and the appropriate supervisor will be notified. Customer wants a follow up letter.	09/22/05	Met with CA. CA did follow procedure was garble on relay end. Called not read text. Typed to caller, CA got supervisor. Supervisor informed caller called not read. Pls hang up and call back. Procedure was followed.
09/12/05	CA dialed number for first time but no answer. TTY user asked CA to dial a different nbr., no answer. Afterwards, CA typed, "Thank you for using Relay ND" and immediately disconnected the call. TTY user couldn't get a chance to place another call. I am so sorry you had to experience this type of behavior. This has been documented and will be forwarded to the correct person for corrective action.  System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.	10/18/05	Met with agent, agent did not remember the call. Coached agent on the importance of not disconnecting calls.
11/18/05	Customer stated that they called Relay North Dakota and reached CA. Customer typed to call the electronics department at Wal Mart but had to look up the number. CA typed SKSK and disconnected the call without waiting or asking for the calling to number even once. Caller was apologized to and requests follow up.	11/28/05	Supervisor met with agent and the agent stated he did NOT hang up on the customer. He stated he remembers this call and when the outbound hung up he sent notification to the TTY user stating the outbound hung up, the TTY disconnected the call.

			Made 3 attempts to follow up with Customer with no success. 1st attempt 11/21/05 4:10 pm left message with male voice person 2nd attempt 11/22/05 12:01 pm left message with male voice person 3rd attempt 11/28/05 9:00 am no answer Contact closed due to inability to reach customer.
12/05/05	TTY user complains their long distance carrier is not showing to relay agent when placing calls and they are getting a lot of garbling. Apologized, explaining I would let the technicians know. Entered TT. Customer does want contact about this.	12/05/05	Customer Service has updated her long distance carrier in the Customer Database Profile. Encourage the Customer to contact the TTY manufacturer to have the equipment LD carrier profile set up properly. AM contacted the customer and explained instructions to follow. Customer is pleased. Case closed.
12/23/05	Caller wanted to know if it was possible to shorten or abbreviate the greeting sent when calling into the North Dakota relay. Said greeting was too long. Apologized. Informed caller that I would forward his request to the appropriate party.	12/23/05	Apologized and informed caller I would forward his request to the appropriate party.  AM reviewed the customer contact and will notify the State Relay administrator if more complaints arise. Case Closed.
02/24/06: CapTel	Echo Sounds - CapTel user hears	02/24/06	Shared tips and suggestions with customer to reduce echo during captioned calls. Also asked customer to try using CapTel at a different location to see if experience is related to quality of phone line at work.
03/08/06	ND Voice customer service representative speaking to her customer, complained when they changed agents, she could not understand or hardly hear the agent ID# and had to ask them to repeat several times which took about 5 minutes, unnecessarily delaying the call, which should not have occurred. Apologized, explaining I would let the supervisor know. No contact wanted.	03/08/06	Spoke to the agent about the issue. The agent is aware that he is soft spoken and will need to turn up his microphone on occasions. Agent understands that he can also get a supervisor if he is having technical difficulties that prevents customers from hearing him as well.
04/03/06	CA was a sloppy typer with misspelled words. Gave no response after customer typed thank you. Supervisor thanked customer for letting us know and assured caller the CA would be met with by their supervisor, and a follow up letter would be sent.	04/03/06	Agent was coached on the importance of focusing on spelling words correctly and responding in a timely manner. Agent understands. Follow up letter was sent to customer 4/4/06.
04/18/06	Customer stated agent dialed the wrong number. Supervisor apologized to the customer and assured this would be forwarded to the appropriate supervisor. Follow up requested.	04/18/06	Supervisor coached the agent on the importance of remaining focused and checking numbers prior to dialing out. Agent understands. A follow up letter was sent to customer 4/18/06 explaining the agent was coached.
05/11/06	Agent did not relay all information to the outbound party. She needed to turn off turbo code as noted in the customer notes. I told him I would follow up with the agent and he requested a follow up letter	05/11/06	Team Leader was doing a survey on this agent at the time this call was placed. The agent did nothing wrong and followed all customer notes and procedures. Turbo code was disabled immediately and everything was relay to the outbound parties. The letter was sent to the customer.